

IN THE CLAIMS:

Please amend claims 1, 2, 7, 8, 11, 15, 16, 21, 22, 25, 29, 30, 35, 36, and 39 as follows:

A1  
Set B

1. (Amended) A method for managing customer and product information over a network using a multi-functional customer relationship management tool, comprising:

generating a customer database including customer records, wherein each customer record tracks a customer;

generating a product database including product records, wherein each product record tracks a product;

creating a plurality of modules which allow specific access and manipulation of the customer and product databases to allow a client representative to track customer contacts with the customer, product information and servicing information;

updating the customer database from information received from the customer to add or modify a specific customer record indicating customer contact and product purchase information about the customer using one of the plurality of modules;

updating the product database from information received from a client to add or modify a specific product record indicating product and inventory information about the product using one of the plurality of modules; and

providing product and customer record information in the database to a requesting client representative using one of the plurality of modules.

2. (Amended) The method of claim 1, wherein the requesting client representative is a member of a set of client representatives comprising a client, a repair facility representative, a call center representative, and a warehouse representative and wherein the plurality of modules are at least two members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

3. (Original) The method of claim 1, further comprising:

transmitting over the network an input page in which the client representative enters data to update the customer database.

- A1
4. (Original) The method of claim 1, further comprising:  
transmitting over the network an input page in which the client representative enters  
search information to request customer record information from the customer database;  
receiving the input page transmitted by the client representative including a request for  
customer record information;  
generating an information page including customer record information for the customer  
record specified in the received input page; and  
transmitting the information page to the requesting client representative over the network.
5. (Original) The method of claim 1, further comprising:  
transmitting over the network an input page in which the client representative enters data  
to update the product database.
6. (Original) The method of claim 1, further comprising:  
transmitting over the network an input page in which the client representative enters  
information to request product record information from the product database;  
receiving the input page transmitted by the client representative including a request for  
product record information;  
generating an information page including product record information for the product  
record specified in the received input page; and  
transmitting the information page to the requesting client representative over the network.
7. (Amended) The method of claim 1, further comprising:  
tracking information about each contact with the customer;  
providing problem and solution codes to be selected by the client representative; and  
recording any additions or modifications in either the customer or product record  
wherein the client representative has access to all customer contact information including  
prior purchases and prior contacts with the customer.

*AM*

8. (Amended) The method of claim 7, wherein the contact with the customer is by e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

9. (Original) The method of claim 1, further comprising:  
interlinking with a front-end GUI to display the product image and information over the network;  
processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;  
updating the customer and product records to account for the purchase of the product; and  
updating the customer record to account for the purchase of the extended warranty.

10. (Original) The method of claim 1, further comprising:  
sending a notification when the number of products reaches a preset number stored in the product record; and  
recording order information for the order of additional products from a supplier.

11. (Amended) The method of claim 1, wherein the client representative is a repair facility representative, further comprising:  
accessing a return merchandise management module; and  
producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

12. (Original) The method of claim 9, further comprising:  
producing a printable sheet with information on the purchase of the product.

13. (Original) The method of claim 1, further comprising:  
producing a report based on information from the customer and product records.

A1

14. (Original) The method of claim 1, further comprising:  
interlinking a third party shipping software with the product database;  
updating the product database from information received from the third party shipping  
software to add or modify a specific product record indicating shipping information about the  
product.

15. (Amended) A system for managing customer and product information over a  
network using a multi-functional customer relationship management tool, comprising:  
means for generating a customer database including customer records, wherein each  
customer record tracks a customer;  
means for generating a product database including product records, wherein each product  
record tracks a product;  
means for creating a plurality of modules which allow specific access and manipulation  
of the customer and product databases to allow a client representative to track customer contacts  
with the customer, product information and servicing information;  
means for updating the customer database from information received from the customer  
to add or modify a specific customer record indicating customer contact and product purchase  
information about the customer using one of the plurality of modules;  
means for updating the product database from information received from a client to add  
or modify a specific product record indicating product and inventory information about the  
product using one of the plurality of modules; and  
means for providing product and customer record information in the database to a  
requesting client representative using one of the plurality of modules.

16. (Amended) The system of claim 15, wherein the requesting client representative  
is a member of a set of client representatives comprising a client, a repair facility representative,  
a call center representative, and a warehouse representative and wherein the plurality of modules  
are at least two members of a set of modules comprising a customer interaction module, a return  
merchandise management module, a warranty administration module, an e-mail module, an  
inventory management module, a reporting system module and a credit card processing module.

A |

17. (Original) The system of claim 15, further comprising:  
means for transmitting over the network an input page in which the client representative enters data to update the customer database.

18. (Original) The system of claim 15, further comprising:  
means for transmitting over the network an input page in which the client representative enters search information to request customer record information from the customer database;  
means for receiving the input page transmitted by the client representative including a request for customer record information;  
means for generating an information page including customer record information for the customer record specified in the received input page; and  
means for transmitting the information page to the requesting client representative over the network.

19. (Original) The system of claim 15, further comprising:  
means for transmitting over the network an input page in which the client representative enters data to update the product database.

20. (Original) The system of claim 15, further comprising:  
means for transmitting over the network an input page in which the client representative enters information to request product record information from the product database;  
means for receiving the input page transmitted by the client representative including a request for product record information;  
means for generating an information page including product record information for the product record specified in the received input page; and  
means for transmitting the information page to the requesting client representative over the network.

A1

21. (Amended) The system of claim 15, further comprising:  
means for tracking information about each contact with the customer;  
means for providing problem and solution codes to be selected by the client  
representative; and  
means for recording any additions or modifications in either the customer or product  
record  
wherein the client representative has access to all customer contact information including  
prior purchases and prior contacts with the customer.

22. (Amended) The system of claim 20, wherein the contact with the customer is by  
e-mail and an email module is used to respond back to the customer, wherein the e-mail module  
scans the e-mail for key words and categorizes the email for appropriate response using  
predetermined problem and solution codes and e-mail templates are used to form a response back  
to the customer.

23. (Original) The system of claim 15, further comprising:  
means for interlinking with a front-end GUI to display the product image and information  
over the network;  
means for processing a payment for a purchase of the product or an extended warranty  
from the information stored in the customer record;  
means for updating the customer and product records to account for the purchase of the  
product; and  
means for updating the customer record to account for the purchase of the extended  
warranty.

24. (Original) The system of claim 15, further comprising:  
means for sending a notification when the number of products reaches a preset number  
stored in the product record; and  
means for recording order information for the order of additional products from a  
supplier.

*A*

25. (Amended) The system of claim 15, wherein the client representative is a repair facility representative further comprising:

means for accessing a return merchandise management module; and

means for producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

26. (Original) The system of claim 23, further comprising:

means for producing a printable sheet with information on the purchase of the product.

27. (Original) The system of claim 15, further comprising:

means for producing a report based on information from the customer and product records.

28. (Original) The system of claim 15, further comprising:

means for interlinking a third party shipping software with the product database;

means for updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

29. (Amended) A program for managing customer and product information over a network using a multi-functional customer relationship management tool comprising a computer usable media including at least one computer program embedded therein that is capable or causing at least one computer to perform:

generating a customer database including customer records, wherein each customer record tracks a customer;

generating a product database including product records, wherein each product record tracks a product;

creating a plurality of modules which allow specific access and manipulation of the customer and product databases to allow a client representative to track customer contacts with the customer, product information and servicing information;

A | updating the customer database from information received from the customer to add or modify a specific customer record indicating customer contact and product purchase information about the customer using one of the plurality of modules;

updating the product database from information received from a client to add or modify a specific product record indicating product and inventory information about the product using one of the plurality of modules; and

providing product and customer record information in the database to a requesting client representative using one of the plurality of modules.

30. (Amended) The program of claim 29, wherein the requesting client representative is a member of a set of client representatives comprising a client, a repair facility representative, a call center representative, and a warehouse representative and wherein the plurality of modules are at least two members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

31. (Original) The program of claim 29, further performing:  
transmitting over the network an input page in which the client representative enters data to update the customer database.

32. (Original) The program of claim 29, further performing:  
transmitting over the network an input page in which the client representative enters search information to request customer record information from the customer database;  
receiving the input page transmitted by the client representative including a request for customer record information;  
generating an information page including customer record information for the customer record specified in the received input page; and  
transmitting the information page to the requesting client representative over the network.

A1

33. (Original) The program of claim 29, further performing:  
transmitting over the network an input page in which the client representative enters data  
to update the product database.

34. (Original) The program of claim 29, further performing:  
transmitting over the network an input page in which the client representative enters  
information to request product record information from the product database;  
receiving the input page transmitted by the client representative including a request for  
product record information;  
generating an information page including product record information for the product  
record specified in the received input page; and  
transmitting the information page to the requesting client representative over the network.

35. (Amended) The program of claim 29, further performing:  
tracking information about each contact with the customer;  
providing problem and solution codes to be selected by the client representative; and  
recording any additions or modifications in either the customer or product record  
wherein the client representative has access to all customer contact information including  
prior purchases and prior contacts with the customer.

36. (Amended) The program of claim 33, wherein the contact with the customer is by  
e-mail and an email module is used to respond back to the customer, wherein the e-mail module  
scans the e-mail for key words and categorizes the email for appropriate response using  
predetermined problem and solution codes and e-mail templates are used to form a response back  
to the customer.

A1

37. (Original) The program of claim 29, further performing:  
interlinking with a front-end GUI to display the product image and information over the network;  
processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;  
updating the customer and product records to account for the purchase of the product; and  
updating the customer record to account for the purchase of the extended warranty.

38. (Original) The program of claim 29, further performing:  
sending a notification when the number of products reaches a preset number stored in the product record; and  
recording order information for the order of additional products from a supplier.

39. (Amended) The program of claim 29, wherein the client representative is a repair facility representative further performing:  
accessing a return merchandise management module; and  
producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

40. (Original) The program of claim 37, further performing:  
producing a printable sheet with information on the purchase of the product.

41. (Original) The program of claim 29, further performing:  
producing a report based on information from the customer and product records.

42. (Original) The program of claim 29, further performing:  
interlinking a third party shipping software with the product database; and  
updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.